

# BOULDER HOUSING PARTNERS

## POSITION DESCRIPTION

DATE: 01/2021

**POSITION TITLE:** Community Manager

**STATUS:** Non-Exempt

**DEPARTMENT:** Property Management

**PAY RANGE:** 5

### **OVERALL JOB OBJECTIVE:**

The Community Manager supports Boulder Housing Partners' strategic and operational objectives by coordinating and performing property management duties designed to ensure maximum occupancy, successful residency, and program compliance. Duties are performed under the direction of the Regional Property Manager for public housing, project-based Section 8, affordable, tax-credit, and/or market rate housing in the City of Boulder. The Community Manager manages and supervises site management activities and is ultimately responsible for assuring the property is properly managed and maintained including compliance with all applicable rules, regulations, and policies that govern the property. The Property Manager coordinates and organizes their team to ensure their portfolio operates efficiently and effectively, supporting the mission, goals, and objectives of the agency. The Property Manager demonstrates superb leadership, customer service, problem-solving, decision-making, communication, team-building, and organizational skills. This position supervises Assistant Community Managers, Operations Specialists, and Leasing Specialists assigned to their properties.

### **COMPETENCIES:**

**Interpersonal Skills** – Commits to finding ways to work with a wide array of people and finds ways to adjust to working in different situation and with people who have different styles.

**Peer Relationships** – Can quickly find common ground and solve problems for the good of all, can solve problems with peers with a minimum of noise, is seen as a team player and is cooperative, easily gains trust and support of peers, encourages collaboration, can be candid with peers;

**Dealing with Ambiguity** – Can effectively cope with change, can shift gears comfortably, can decide and act without having the total picture, isn't upset when things are up in the air, doesn't have to finish things before moving on, can comfortably handle risk and uncertainty;

**Self-Knowledge** – Is personally committed to and actively works to continuously improve him/herself, understands that different situations and levels may call for different skills and approaches, works to deploy strengths, works on compensating for weakness and limits;

**Drive for Results** - Can be counted on to exceed goals successfully, is constantly and consistently one of the top performers, very bottom-lined oriented, steadfastly pushes self and others for results.

**Organizing** – Can marshal resources (people, funding, material, support) to get things done, can orchestrate multiple activities at once to accomplish a goal, uses resources efficiently and effectively, arranges information and files in a useful manner.

**Customer Service** – Provides exemplary customer to applicants, residents, community partners, and co-workers.

### **ESSENTIAL JOB FUNCTIONS:**

#### 1. General Property Management Responsibilities:

- Ensure the property (including the admissions process) operates in compliance with all federal, state, and local regulations that may apply to the project.
- Manage property operations within accordance of all Federal, State and Local Fair Housing requirements.

- Manage property operations to meet basic performance benchmarks in the areas of compliance, lease renewals, occupancy, budget, and customer service.
- Train and supervise Assistant Managers, Operations Specialists, and Leasing Specialists assigned to the Property Manager's properties.
- Monitors rent collection process and late payment reports according to BHP policies and procedures.
- Conducts on-going site inspections and monitors curb appeal.
- Reports building or site related problems to the maintenance department.
- Conducts inspections of housing units for cleanliness, maintenance needs and standards of occupancy at move-ins, annually, move-outs and as regulations require.
- Monitors and enforces lease violations; serves and follows-up on eviction notices.
- Works with reasonable accommodation issues under Section 504 (ADA);
- Monitors and implements changes in covenant regulations that affect program performance in their portfolio.
- Implements organizational, personnel, and/or policy changes relevant to their properties, programs, or participants.
- Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.
- Leads the customer service team for their properties, including property management, resident services, and maintenance staff.

## 2. Occupancy Responsibilities:

- Maintains high occupancy level and low turn-over rate within established budgeted benchmarks.
- Certifies resident eligibility using federal, tax credit, and local program guidelines.
- Attracts and retains residents through superior customer service.
- Collects, monitors, and reviews market data.
- Maintains and uses call back lists, when applicable.
- Organizes and maintains resident files.
- Processes renewals and recertifications.
- Tracks property data via property management software (Yardi).
- Collaborates with maintenance to minimize turnover delays and costs.
- Prepares move-out settlement statements & collections.
- Oversee the lease-up of new developments, as required;

## 3. Financial Responsibilities:

- Performs complex calculations of assets and all sources of income for resident certifications, as necessary;
- Reviews financial reports monthly with Regional Property Manager.
- Manages and monitors site budget and informs Supervisor of any major variances or deviations.

## 4. Compliance Reporting

- Meet all regulatory requirements & compliance for each managed site.
- Submit compliance reports on-time
- Perform file pre-audits and file reviews with syndicators, partners, and lenders.

## 5. Office Management

- Provides site presence and resource to residents by holding regular office hours on-site.
- Coordinates Eco-pass programs at sites when applicable.

## 6. Customer Service

- Property Managers communicate courteously and responsively and provide effective and efficient service to the public and co-workers and promptly addresses resident issues, requests and communications.
- Responsible for quarterly resident newsletters.
- Assists the Regional Property Manager and Resident Services Coordinator in planning and coordinating community activities.

## 7. Performs related duties as required by management to meet the needs of BHP.

8. Regular, predictable attendance is an essential function of this position
9. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

**NECESSARY SKILLS:**

- Proven ability to successfully manage affordable housing program with a minimum of 200+ multi-family units
- Ability to monitor property specific budgets and financial reports.
- Ability to train, monitor, and supervise property management staff in their team.
- Ability to implement and explain federal and mandated rules, regulations, policies and procedures including Fair Housing, Low-Income Housing Tax Credit (LIHTC) and/or other affordable or HUD programs.
- Interpersonal skills needed to resolve landlord and resident issues.
- Communication skills needed to prepare clear and concise administrative reports.
- Communication skills to effectively respond to requests and inquiries from BHP residents and the general public.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**KNOWLEDGE OF:**

- Operations, services and activities of comprehensive housing site management including multi-family, tax-credit and project based Section 8
- Property management software -- preferably YARDI
- Economic and social issues that impact low-income residents.
- Community resources available to low income residents.
- Techniques used in working with the mentally, physically, socially and economically disadvantaged.
- Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications, specifically Microsoft Office programs.
- Methods and techniques of managing buildings, facilities and grounds.
- Mandated Housing Quality Standards and other relevant codes and standards.
- Rules and regulations governing the landlord/resident relationship.
- Methods and techniques of resolving resident issues.
- Principles and practices of handling resident contract obligations.
- Principles and practices of report preparation.
- Methods and techniques for successful supervision.
- Pertinent Federal, State and local codes, laws and regulations.

**CHAIN OF SUPERVISION:**

- (1) TITLE OF IMMEDIATE SUPERVISOR: Regional Property Manager
- (2) TITLE(S) OF POSITIONS OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: Assistant Community Manager, Operations Specialist, and Leasing Specialist

**MACHINES AND EQUIPMENT USED IN WORK INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

Personal vehicle, personal computer, telephone, photocopy machine, facsimile machine, and calculator.

**REQUIREMENTS:**

- 1) At least three years' experience, in housing and/or property management with multi-site oversight of over 200+ units.
- 2) Well-developed interpersonal and conflict resolution skills.
- 3) Ability to communicate and maintain effective relationships with people from a variety of backgrounds.
- 4) Effective organizational and planning skills.
- 5) Ability to maintain complex records and documentation.
- 6) Ability to understand and interpret legal information related to housing programs. Ability to maintain a high degree of confidentiality.

- 7) Valid Colorado driver's license and acceptable motor vehicle record. Must provide own vehicle for transportation; mileage reimbursed according to BHP policy.
- 8) Acceptable background information including criminal history.

**DESIRED QUALIFICATIONS:**

- 1) Bachelor's degree in Business, Management, Finance, Social Sciences or related field, or any equivalent combination of education.
- 2) Experience with housing software, particularly YARDI.
- 3) Previous experience in affordable housing programs.

**WORKING CONDITIONS:**

Physical Demands: This position works equally in an office setting and at housing sites. In the office it is primarily sedentary physical work requiring the ability to lift a maximum of 10 pounds; occasional lifting, carrying, walking and standing; frequent hand/eye coordination to operate personal computer and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and residents. At housing sites there may be an occasional need to work in inclement weather.

Work Environment: Works in clean, comfortable environment in the office. On housing sites, may on occasion encounter fumes and/or loud noise.

Equipment Used: Frequently uses standard office equipment including personal computers, calculators, printers, fax and copy machines.